Annual Report on Compliance with the Plain Writing Act of 2010 Federal Deposit Insurance Corporation (FDIC) April 2014

Introduction

The Plain Writing Act of 2010 (the Act) requires federal agencies to prepare certain documents according to plain writing guidelines. These "covered documents" include documents relating to agency benefits and services and compliance with agency law and regulations. They include both paper and electronic versions of documents such as letters, notices, publications, forms, and instructions.

Guidance on complying with the Act's plain writing mandate is found in OMB's April 13, 2011 memorandum, *Final Guidance on Implementing the Plain Writing Act of 2010* available at http://www.whitehouse.gov/sites/default/files/omb/memoranda/2011/m11-15.pdf.

The Act requires federal agencies to post Annual Compliance Reports. This is the Federal Deposit Insurance Corporation's annual report for 2013.

Implementation of the Act at the FDIC

The FDIC took appropriate steps, as required by the Act, to implement the Act in 2011. Recognizing that the Act creates a continuing obligation on covered agencies, the FDIC continued its compliance efforts in 2012 as noted in last year's report.

Since April 2013, FDIC officials have continued their focus on increasing and reinforcing employee awareness of the Act, as well as monitoring compliance with the Act.

Division and Office Compliance Coordinators, working in coordination with the Corporate University training staff, continue to encourage employees to complete the Plain Writing training. An on-line version of the training was made available in 2012, making it easier and more convenient for employees throughout the FDIC network to take the training. As of April 2014, a total of 3,355 employees have successfully completed Plain Writing training – an increase of 393 from this time last year. (See Attachment 1 – Data on Completion of Plain Writing Training)

Also, on a periodic basis, agency review officials trained in the principles of Plain Writing conduct sample reviews of documents on the FDIC web site to assess the level of compliance with the Act. They report that, based on their samplings, FDIC employees are generally complying with the Act. Isolated instances of non-compliance are occasionally identified and reported to management officials for appropriate corrective action.

In March 2014, all FDIC Division and Office Directors were asked to certify that, to the best of their knowledge, employees in their organizations are complying with the Act. After consulting with their Compliance Coordinators and management teams, the Directors signed their certification statements. (See <u>Attachment 2</u> – Certifications of Compliance with Plain Writing Act of 2010, executed by Division and Office Directors)

Throughout the year, a Deputy Director in the Division of Administration monitored the FDIC's Plain Writing Comments mailbox and responded to any public comments. The mailbox generated a low volume of public input and there were no comments regarding instances of perceived non-compliance with the Act.

Summary

The FDIC continues to make a concerted effort to embrace both the spirit and the letter of the Act by taking reasonable steps to ensure that agency employees are aware of and complying with the Act. All available evidence suggests that the agency is taking the necessary steps to ensure compliance. Monitoring activities will continue and a new compliance report will be issued in April 2015.

Attachments

Attachment 1

Data on Completion of Plain Writing Training

of FDIC Employees Trained

| | Total for Division or Office May '11-Apr '13 | Total for Division or Office May '13-Apr '14 | Total for Division or Office Total to Date |
|--------------------|---|---|---|
| CU + (CEP) | 268 | 76 | 344 |
| DCP | 926 | 79 | 1005 |
| DIR (includes OIA) | 49 | 1 | 50 |
| DIT | 32 | 0 | 32 |
| DOA | 141 | 5 | 146 |
| DOF | 54 | 12 | 66 |
| DRR | 64 | 5 | 69 |
| EO | 1 | 0 | 1 |
| Legal | 91 | 68 | 159 |
| OCFI | 3 | 0 | 3 |
| ОСОМ | 2 | 0 | 2 |
| OCRM | 1 | 4 | 5 |
| OIG | 3 | 0 | 3 |
| OLA | 2 | 0 | 2 |
| OMWI | 18 | 0 | 18 |
| 00 | 10 | 0 | 10 |
| ОРА | 6 | 0 | 6 |
| RMS | 1291 | 143 | 1434 |
| FDIC TOTAL | 2962 | 393 | 3355 employees trained |

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

Date



As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

Date

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

| fram Ellis | DIR | 4/3/14 |
|---------------------------------------|-----------------|--------|
| Signature of Division/Office Director | Division/Office | Date |

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 5. I have directed review officials in my organization to consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 6. I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 7. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

Dafe' ˈ

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 5. I have directed review officials in my organization to consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 6. I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 7. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

3/26/14 Date

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

3/25/2014 Date

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

3/19/14 Date

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 5. I have directed review officials in my organization to consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 6. I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 7. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

<u>3/27/2</u>0/4

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

Dat



As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

| | | 1 , |
|---------------------------------------|-----------------|-----------|
| | OTG | 3/28/2014 |
| Signature of Division/Office Director | Division/Office | Date |

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Mulode Brooks
Signature of Division/Office Director

Omw/ Division/Office

Date

As an FDIC Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally or through my designee about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

| Erm J. Sith | OLA | 3/7/2014 |
|------------------------------|--------|----------|
| Signature of Office Director | Office | Date |

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act;
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act;
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Division/Office

Date

As an FDIC Division/Office Director, I certify to the following regarding my organization's compliance with the Plain Writing Act of 2010 (the Act) (Public Law Number: 111-274):

- 1. I am personally aware of the requirements of the Act:
- 2. I have designated a Division or an Office Coordinator to serve as my organization's focal point for matters related to the Act:
- 3. I have communicated with my employees, either personally, through my designee, or through a responsible manager, about the provisions of the Act and its applicability to the FDIC;
- 4. I have made a good faith effort, either personally or through my designee or responsible managers, to identify any "covered documents" prepared by my organization;
- 5. To the best of my knowledge, employees in my organization who prepare covered documents have taken a Plain Writing training course offered through Corporate University, and I, or my designee or responsible managers, will continue to ensure they are aware of the availability of this training;
- 6. Review officials in my organization consider the provisions of the Plain Writing Act when they review and modify covered documents;
- 7. To the best of my knowledge, I believe the employees in my organization are in compliance with the provisions of the Plain Writing Act; and,
- 8. To the extent any instances of non-compliance with the Act are identified, I (through my designee or responsible managers) will discuss these instances with the appropriate employees, provide further training opportunities as needed, and take action as necessary and appropriate to ensure compliance.

Signature of Division/Office Director

Office of the Ombudsman April 2, 2014 Division/Office